

7-2001

2000 - 2001 Drake Memorial Library Annual Report

Raj Madan
The College at Brockport

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DRAKE MEMORIAL LIBRARY

2000 – 2001 ANNUAL REPORT

July 2001
RAJ MADAN
Dean of Academic Information Services
Director of Library

1. Context:

SUNY College at Brockport places 'student success' as its highest priority. For the Library it means providing students with the learning tools that will help them grow intellectually across a challenging curriculum and make them life-long learners.

Traditionally libraries have depended on printed knowledge sources collected over centuries to meet faculty and students' research and curricular needs. However, the explosion of PCs, laptops, scanners, hand-held palmtops and the availability of online information sources, most specifically the full-text journal articles, directories and encyclopedias accessed from anywhere, anytime has dramatically impacted library operations and services. The sweeping and constant technological changes have forced us to change our focus from exclusively print sources combining them with electronic sources to meet college community needs. In addition, the library staff constantly has to grapple with the vagaries of the equipment and the idiosyncrasies of the online sources that are not presented in a standardized format. The complexities of these sources is well described by Charles Cowling, Head of Information Services:

"The complexities of these online sources, and their individual variation, often make answering even a fairly straightforward reference request much more complex and time consuming than it once was. For example, once you went to an index, then the catalog, then if we had the item, you retrieved it, or ordered it through interlibrary loan and that was that. Now other options i.e. information sources present problems; e.g. if it is full text, how should one print it if it has embedded images? There are many different options in the different databases and each has its own particular strengths and weaknesses. Then there is the issue of making known which periodicals are in which databases, above and beyond those in our local catalog.... PC related issues are another challenge ... New types of formats and offerings are challenges too e.g. the coming in July of sound clip files in the AP Multimedia Archive."

Although online usage, especially by our off-campus users as shown in EZProxy statistics is growing, technology has not developed enough yet to replace the flexibility and portability of the printed book, which has endured and stood the test of time. In our user survey respondents wanted more up-to-date printed books. We believe that even with all the technological changes print is here to stay.

Changes that are anticipated in the next 3-5 years:

- **Information Literacy:** SUNY Board of Trustees has mandated that 'Information Management', popularly known as Information Literacy (and more recently as 'Information Navigation') be made part of the General Education program. In partnership with the Communication Department's faculty we are scheduled to teach information literacy skills to students enrolled in CMC 111 course for 3 weeks during a given semester. We believe librarians' involvement in this course

will have a far reaching effect on the performance of students throughout their college years and after, as well as provide visibility to librarians on campus. In order to give students hands-on experience and teach them navigational and information retrieval skills, the library will establish two instruction labs, one in 2001-2002 and another in 2002-2003. These labs will be equipped with PCs with connections to the campus network.

- **SUNY Connect or Aleph 500:** SUNY Connect has selected the Library Management system Aleph 500 of Ex Libris, Inc. We are scheduled to migrate to the new system from Jan 2002-June 2002. Migration to this system will require outlay of some monies in the next two years. A request to fund this project has been submitted to the Vice-President for Academic Affairs. The benefits of moving to the new system will be: (1) access to over 20 million volumes held by SUNY libraries; (2) patron initiated borrowing (i.e. intralibrary loan between SUNY libraries without mediation); and (3) expedited document delivery.
- **Virtual Reference Desk or 'Ask Drake – Live':** Next year we plan to replace 'Ask Drake' an e-mail reference service with 'Ask Drake – Live.' Similar to 'instant messaging', but with additional enhancements, including customizable research guides to sources in common research areas, the capability of archiving messages, and the generating of statistics as to the number and type of requests received, etc. A software being developed and under consideration would enable librarians to answer reference questions in real-time. This would be a value added quality service to our faculty and students. However, this will necessitate shifting of personnel.
- **Interlibrary Loan through Ariel:** Next year we will use the Ariel system to help us receive material and provide better and faster Interlibrary Loan delivery. A grant to fund the software was submitted to the Rochester Regional Library Council, and that library funds have already been used to purchase the requisite hardware. We hope to have this fully operational in Fall 2001.
- **Circulation of Laptops:** Library has been made ready for wireless transmission. In Fall 2001 we will start circulating laptops, both Macs and PCs to our users. They will provide users the flexibility to go to any corner of the library and access information without being tied to desktops. Also wireless network cards will be circulated to users who already own laptops.
- **The Library has submitted to the Associate Vice President for Information Technology Services the Library Technology Long Range Plan, 2001-2006 that would be incorporated in the Campus Technology Plan. The Plan describes the technology needs of the library with replacement schedule for equipment and costs associated with migration to Aleph 500 and other new initiatives.**

- Following the replacement schedule set by the Associate Vice-President for Information Technology in his Technology Plan for the next five years, the library's open access lab will be upgraded with high-end PCs with added capabilities, such as CD burners. Two library instruction labs will be equipped with PCs and printers. The public area and staff PCs will also be replaced.
- Next year we will be training volunteer library assistants to assist with reference desk coverage at off-peak times.
- The Library this year purchased used (but almost new) shelving from RIT at dirt cheap prices saving the library \$40,000, if we were to buy it from regular vendors. This shelving is currently in storage. We plan to install it in the next two years.
- Strategic alliances and partnerships: We will continue to push for a storage facility for Western New York SUNY libraries for little used materials. This project that has been in planning stages for the last 10 years is stalled again. We are also working with the area academic libraries for such a facility.
- In the next few years as the technological landscape changes we will look into forming partnerships with SUNY and other area libraries to purchase and maintain print-based collections and make them accessible through expedited document delivery.
- Collaborative Digital Reference Service: This project, a joint venture of the Library of Congress and some research libraries, is just getting underway. This service is a proposed national program of subject specialists to which difficult reference questions that cannot be answered in-house will be referred. We will monitor development of this program and assess its utility for participation.
- Portals: Portals are the up and coming value-added service that we intend to provide in the near future. We will explore the possibility of establishing customized portals to help students deal with the explosion of information. These portals will provide links to subject resources and make researching a topic much easier.
- Distance Library Instruction: We will partner with SLN faculty to provide library instruction to students enrolled in those courses.
- Honor Campus Authors: In collaboration with the campus Bookstore, next year we hope to honor our newly published faculty authors with a reception in the Aerie Café, along with a book signing and book sale. Simultaneously, the library will mount an exhibit of their books.

2. Quality

a. Library's mission is:

"To organize and provide easy access to information sources that meet the curricular and research needs of our students and those within the academic community." The Library is a service institution and a part and parcel of the College's educational enterprise. We have an excellent staff committed to providing quality service and helping students succeed.

- We continue to improve the quality of our collections by purchasing print, non-print and access to online sources. In 2000-2001 we added 9200 volumes to our collection, down considerably from previous years. With static budgets for the last three years, and more money being spent on online sources and highly inflated costs for library materials, we are unable to meet the needs of our students. In the user satisfaction survey, students complained about not having up-to-date books in various subjects. We will request the College Administration to heed student complaints and restore acquisition inflationary monies to the library.
- We also define quality as helping students become information literate. The participation of librarians in CMC 111 to teach information literacy skills next fall is a step in the right direction. We answered 22,689 reference questions, taught 153 classes, up 16% from the previous year, and provide 71 one-on-one research consultations to faculty and students.

b. The most significant changes that occurred this year were:

- As a result of a two year use study of science journals, and in consultation with the science faculty, we cancelled little used and costly science journals, saving the library \$50,000. Once again we were the first and the only library in SUNY to take such a measure. As it turns out, by special arrangements with a major scientific publisher through SUNY Connect, we can provide our science faculty access to 740 science journals, including the ones we cut. The savings were used to absorb the inflationary costs and pay for new online subscriptions.
- Installed EZProxy authentication system to provide remote access to online resources. A typical week of data indicates that 80% of users are from off-campus. The fact that off-campus students are heavily using online sources is gratifying because it is clear we are meeting their needs. This has prompted us to start using 'Instant Messaging' to answer reference questions until the Ask Drake-Live reference service is in place.
- The availability of full-text articles online has impacted the use of print journals in the library, which is down by 17%. It has also increased the

printing costs for the library. It is requested that a portion of the Technology Fee be allocated to the Library to absorb costs related to free printing or we be allowed to start charging for printing.

- Electronic Reserves continued to be popular with faculty and students and were used by 235 faculty in 506 courses with 8084 documents scanned in. It should be noted that there was a 404% increase in E-Reserve hits from 36,855 in 1999-2000 to 149,019 in 2000-2001. We are very pleased that our patrons like and use this service, but the free printing implication as stated above is a concern for us.
- Collection assessment project continued full speed. Librarians prepared quantitative assessment of books for 19 departments/programs.
- Through SUNY Connect we provided access to 4500 ebooks accessible through Net Library. This SUNY-wide experiment has not been very successful so far.
- The Special Materials Center was added to Bibliographic Control Services Unit in September 2000. The unit staff were cross-trained and some enhancements in services are being planned.
- Student Computer lab on the ground floor was physically combined with the Copy Center. By combining two service desks into one the library saved \$15,000 in student temporary service monies.
- Eight new ranges of shelves were installed and a shift of 250,000 volumes was completed
- Use of Xerox copies declined by 28% from 269,078 in 1999-2000 to 192,816 in 2000-2001. This is a direct result of free printing for all full-text journals available online.
- Library was very involved in the writing of the Middle States Self-Study draft. The Library sub-committee with assistance from Information Technology personnel compiled a comprehensive report on the library and information technology services on this campus.

c. Plans to enhance quality:

- We will raise the learning level of students through the CMC 111 course in which librarians will teach information literacy skills to 6 sections of freshmen this Fall and to all freshmen in Fall 2002. It is essential that we establish an instructional computer lab in order to provide hands on experience to our students.

- By migrating to Aleph 500 we will have online access to the holdings of all SUNY libraries, and through an expedited delivery system materials will be made available to users within a very short time period.
 - The list of journals now being mounted on library web page will provide easy access to these materials. The list will be arranged by academic departments and subjects.
 - We will continue to refine the Library web page and develop new web pages based on need.
 - More outreach to departments and especially to graduate students is our next year's goal.
- d. Quality of faculty: We have outstanding library faculty and library assistants who are committed to the mission of the library. All librarians have the MLS terminal degree and 45% have a second subject masters. Many of the library assistants have college education and one has a masters degree. Most of them have been on the staff for quite a while and are known for their quality service, as evidenced by the letters and other feedback they receive from faculty and students. In the Library Users Survey 99% of faculty and 98% of students who responded found the librarians to be very knowledgeable and the staff very courteous and helpful:

"Library does exceptional job-outreach and reference assistance is outstanding. Librarians by necessity have become teachers and we applaud their efforts... online courses require collaboration with library and here too we can't say enough. It is great."

(Faculty member's comment in the Library User Survey)

- e. Staff achievements include: a use study of science journals and their costs which resulted in cancellation of high-priced but little used journals that saved the library \$50,000; a use study of print reference collection; a collection assessment for Education, Special Education and 17 other departments/programs; developed CMC 111 syllabus, schedule, etc. in conjunction with Communication faculty. Many librarians wrote reviews of books that were published in professional journals, served as conference program chairs, updated the Library Virtual Tour, and mounted subject specific web pages, applied for and received grants.
- f. Plans to enhance quality of staff: It is essential that we provide staff development opportunities to all so that they can be productive and informed members of our staff. The staff does avail itself of travel grant opportunities provided by the College but in this day and age of constant technological changes that is not enough. Also, they attend free workshops offered by the College and by our very active and technology-oriented Rochester Regional Library Council.

- g-h. **Quality of students:** The Library employs over 100 students to help us provide library services. Students are an integral part of our operation and we could not function without them. They are trained to provide a wide array of services; however, the Library Users Survey results indicate that our students are not as well trained as we'd like. We are taking this feedback very seriously and plans are underway to provide rigorous training to students so that they can satisfy the service needs of users.
- i. **Learning attainments:** The Library's collections and services serve the curricular needs of our students and contribute to student learning outcomes. We continue to improve services, e.g. by remaining open long hours, by providing research project consultations, by acquiring materials with up-to-date information, and by providing access to online information resources. Through the authentication system we have bridged the digital divide between on-campus and off-campus students and hopefully helped the off-campus students in their learning.

Graduation rates: The availability of curriculum related print, non-print and online resources coupled with borrowing of materials through interlibrary loan and library instruction complement and supplement the classroom instruction. Moreover, the quiet study environment and long hours are conducive to serious study and helps students perform in their course work better, hopefully resulting in higher graduation rate.

Placement: In order to use the library online catalog and other information sources, the students have to learn computer skills. Computer skills and information retrieval skills have become a prerequisite for any job. Moreover, our 100+ student workers are taught a sense of responsibility, punctuality, dependability and good customer relations, attributes that are essential for any good employee. We do know that many technology companies, school districts, federal, state and local agencies have hired our students. Some of them hold very high level positions.

Admission to Graduate and Professional schools: Many of our student pursue graduate studies. We feel that our information rich environment engenders in them a spirit of scholarly pursuit that lends itself to graduate study.

- j. **Plans to enhance learning attainments:** The initiation of the CMC 111 course mentioned above with substantial librarian involvement will be a significant addition to the student learning environment.
- We are a user-centered organization. Service and patron satisfaction are our goals. Library materials are not confined to the physical building anymore. Users can access information from anywhere and anytime. We have become the biggest equalizer of services. Now our off-campus students have equal access to the same electronic resources that our on-campus students have enjoyed for the last few years.

k. Achievements to improve learning environment:

- The addition of many online databases, including subscription to Compustat for the use of Business faculty and students.
- Online access to Science Direct's 740 science journals.
- Installation of EZProxy authentication system, which has helped us bridge the digital divide between on-campus and off-campus students.

l. Plans to improve learning environment:

- The Information Literacy module in CMC 111, and the establishment of a library instruction room that would provide a hands on learning experience.
- As mentioned before, installation of Virtual Reference Service or Ask Drake – Live chat would enable us to answer questions in real time.
- We will continue to expand our information resources through partnership with the State Library, SUNY or regional alliances.

3. Resources:

- a. Human resources: We rank 5th in staffing amongst the SUNY Four-Year Colleges, yet our library hours per week are the highest (105) and we have the largest collection to maintain. Even with the recent long awaited appointment of the Library Associate Director, Christopher Brennan, our ranking is not going to change. This shows that we utilize our human resources more productively and efficiently. We are always looking for more efficient ways to use the strengths of our staff.

This past year we created a Technology Librarian position from the existing staff by shifting personnel in two areas. Also, by physically combining the Computer Lab and Copy Center desks we saved \$15,000 in temporary service monies that will be used for paying for the increase in the minimum wage from \$5.15 to \$6.00.

- Physical Resources: With minor alterations we physically combined the Computer Lab and Copy Center desk and saved student help monies.
- Fiscal Resources: We spent \$874,500 of Acquisitions funds on books, journals, online resources and media. Lack of the availability of inflationary monies with inflation running at 10% for library materials, the need for developing collections for new programs, and the increasing demand for electronic resources has made it difficult for us to meet the burgeoning needs of our patrons. In the Library Users Survey, respondents complained about the library not having enough up-to-date

printed books. With the cancellation of costly scientific journals, we were able to absorb the inflationary costs this year. Moreover, expenditure and demand for online resources has become a matter of concern. In 2000-2001, subscription costs for online databases increased from \$90,800 to \$114,175 or 26%. Next year one subscription alone (COMPUSTAT needed by the Business faculty) would cost us \$17,500. We earnestly request that inflationary acquisitions monies included in the College budget be restored to the library.

- b. External funding: We received free subscriptions to 5 online databases through SUNY Connect and the State Library, \$13,086 in collection development monies from the State Omnibus Bill, and submitted a grant proposal for \$750 for Ariel software to Rochester Regional Library Council.
- b. Fund raising: We have spoken with the Vice-President for College Advancement to raise funds for library collections and renovation. It remains to be seen if anything is going to develop.

4. Outreach:

- a. Library's main mission is to primarily serve Brockport students, faculty and staff. However, we provide service to anyone who walks in the library and seeks our help and/or wants to use library collections. We have many community borrowers who are issued a courtesy card upon payment of \$25 per year to use the library resources. Our alumni are also issued courtesy cards that are free of charge. Through cooperative arrangements we issue 'access cards' to area graduate students and faculty who use our library collections and facilities. All SUNY students can use our services and collections through the 'SUNY Open Access' agreement. Also through interlibrary loan our collection is available to other local, state and national institutions and businesses – a reciprocal and cost effective arrangement that has enabled libraries to share resources for the use of research community. We also host high school groups and give them library tours.
- b. Contact with Alumni: We maintain contact with many of the students who worked in the library
- c. Contribution to Campus Diversity: Our full time and student staff come from diverse backgrounds. In Public Service areas we come in contact with a wide spectrum of the Campus Community, often on a repeat basis. Our contribution is to provide efficient and friendly help to everybody.

5. Physical Environment:

- a. The physical condition of the library is so bad that it is beyond description. We have submitted request after request over the years for its maintenance but because of budget constraints and lack of human resources in Facilities and

Planning nothing has been done. Now, the building needs a complete overhaul or at least a quick face-lift until the capital funds are made available for renovation. The main entrance of the library (with its "temporary" partitions around the 3M security system, worn out carpet held together with tape, and buckets to hold water from the leaky roof) does not present a good first impression to future students and their parents. Moreover, the main entrance doors are in violation of the fire code. Ground floor doors on the East and West side have literally become eyesores. Even after repairs, the roof leaks on the top floor and damages the books. The 26-year old carpet in office areas is literally in shreds. A list of all the problems has been submitted to the Assistant Vice President for Facilities and Planning and repeated requests for alteration monies have been turned down. Our only hope is that some higher authority takes notice of this deplorable condition and gets it remedied, at least the more visible areas should get some kind of face lift.

- b. Most of the PCs are 3-4 years old and will be up for replacement as mentioned in the Library Technology Plan. The furniture is 26 years old and needs replacing. However, our most urgent need is the creation of the Library Instruction Lab, which can be used for teaching information literacy skills to all our freshmen and for the discipline specific library instruction most often used by faculty. The Lab should be furnished with a full complement of PCs.
- c. We have outlined the replacement cycle for PCs and printers in the Technology Plan. A request to turn Kiefer Room into an instruction lab has been submitted to the Facilities Planning Committee for approval. A request to physically combine the Special Materials Center and Serials will be submitted to the Budget and Resource Committee again next year.

6. Morale:

- a. Even with 3 vacancies and many aborted searches the morale of the staff has remained upbeat. The recent appointment of the Library Associate Director and positive comments in the Library Users Survey as stated below have boosted staff morale:

"I have been to many libraries and I am by far the happiest with Drake... offers a good learning environment whether I am reading, doing research or using the computer lab. Keep up the good work."

(On campus student comment)

"Library is great. Offers wide range of services, good hours. Prefer to use it over any other library."

(Off-campus student comment)

"I think the library, overall is well run."

"Best!!! (Interlibrary Loan)

"Absolutely heroine (sic) efforts! (Electronic Reserves)
(Faculty member's comments)

b. See 6a

7. Assessment:

a. Assessment Activities:

- Libraries traditionally have used quantitative data to justify funding for library services, for developing collections and to meet standards set by the Association of College and Research Libraries and departmental accrediting bodies. In 2000-2001 the librarians conducted a quantitative assessment of books and periodicals for 19 departments and programs
- A Library User Survey to gauge the satisfaction rate of the users was conducted in Fall 2000 and Spring 2001. This was the first time that we prepared separate questionnaires for on-campus and off-campus students in order to address the needs of all users. Some of the preliminary findings of the survey are mentioned in 7b. below.
- A use study of costly but little used science journals was conducted.

b. Assessment Findings:

- As mentioned above, to assess the satisfaction rate of our users in regard to library collections, services and physical facilities a survey was conducted in Fall 2000 and Spring 2001. A preliminary analysis of data shows a high satisfaction rate of 98% from students and 99% from faculty. Some of the positive comments taken from the survey have been mentioned before. Generally our patrons are very happy with the knowledge and helpfulness of our full-time staff but find student help not as well trained and able to help. Could it be that they expect the same level of service from students as from professionals? If so, that is an unrealistic expectation. However, we will make efforts to train our student staff better. Users also found the library book collection lacking in enough up-to-date books, a complaint that can be remedied by increasing the library's acquisitions budget. Faculty and students were also somewhat critical of the physical condition of the library. A complete analysis of the data will be done in the Fall and the findings shared with the College Community.
- The availability of access to full-text articles and reserve assignments through E-Reserves, both in library and from remote sites has led to the decline in usage of print materials. The book circulation was down 11%, from 77,518 in

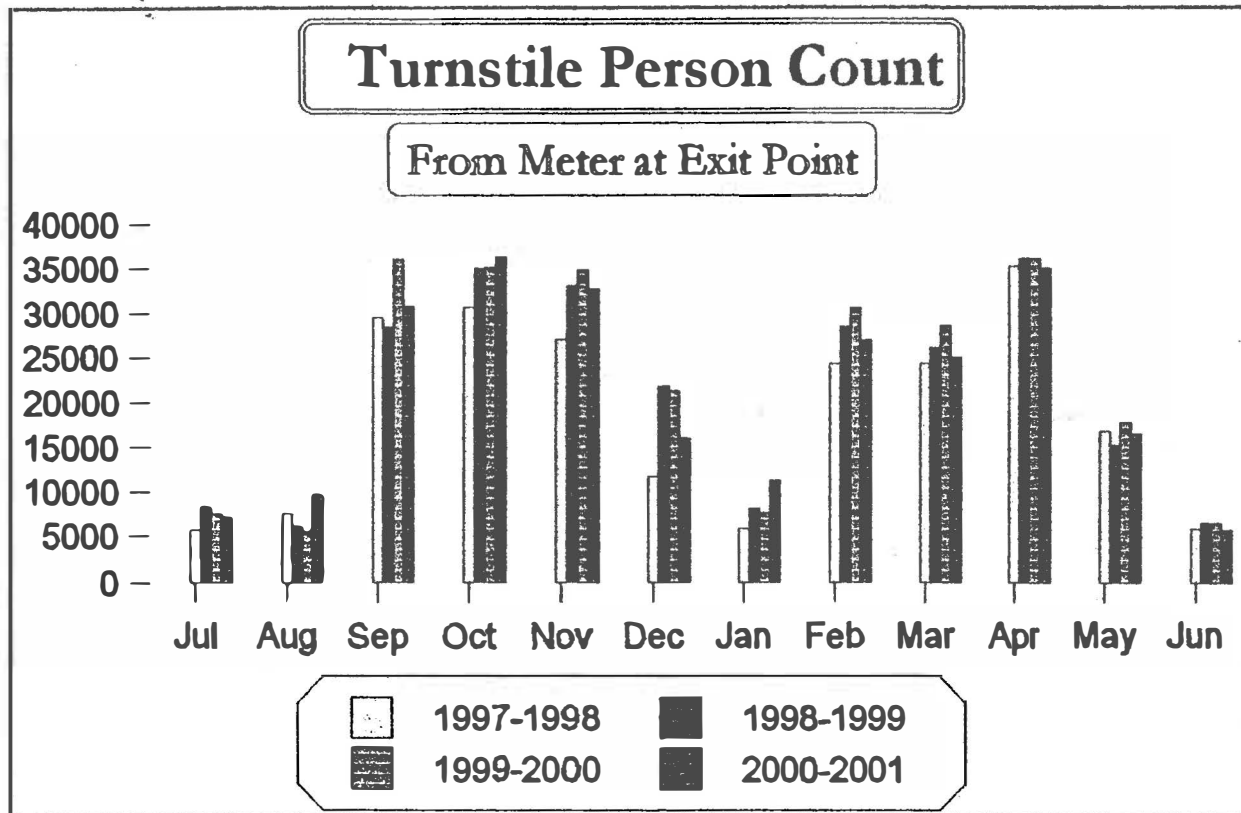
1999-2000 to 69,095 in 2000-2001; circulation of current issues of journals also experienced 17% decline, primarily due to many journals being available on-line. It should be pointed out that the decline in circulation of materials is a nationwide phenomenon. The reason for that is the easy access to electronic resources.

- While circulation statistics are down, we have seen an explosive growth in the use of E-Reserves that experienced a 404% increase from 36,855 hits in 1999-2000 to 149,019 in 2000-2001. The same type of increase is also reflected in access statistics of online databases.
- c. Use of Assessment Information: The science journals use study enabled us to cut expensive science journals that saved us \$50,000. Online availability of 740 science journals through SUNY Connect has substantially enhanced our collection.
- d. Assessment Plans for next year:

We will do a complete analysis of the users survey data. The findings will be used to correct some of the problems and to further enhance services.

APPENDIX
DRAKE MEMORIAL LIBRARY
ANNUAL REPORT
2000-2001

Library-Wide Statistics:



There were 14,343 fewer turnstile rotations (people entering the library) than last year. The turnstile count was 252,848, a 5% decrease.

2000-2001 LIBRARY WIDE STATISTICS				
AREA	<i>Outside-Building Total</i>	<i>Inside-Building Total</i>	<i>E-Reserve Hits</i>	<i>ANNUAL TOTALS</i>
<i>*Circulation</i>	68,673	27,498	149,019	245,190
<i>Serials Current Issues</i>	246	5,023		5,269
<i>Serials Bound Issues</i>	176	17,024		17,200
TOTAL ITEMS CIRCULATED	69,095	49,545	149,019	267,659

* Dynix-generated total circulations statistics include all regular, hardbound reserve & SMC circulations

To summarize:

1. Current issue serials dropped by 47% from 9,944 to 5,269.
Bound journal serials dropped by 44% from 30,639 to 17,200.
2. Building-wide, the library circulation rose dramatically, (from 171,959 to 267,659).
This was due in large measure to a surge in e-reserves usage.
Outside book circulation fell from 77,518 to 68,673, a loss of 11%.
3. Last year's e-reserve circulation was 36,855. This year e-reserve hits totaled 149,019, an increase of over 400%.

REVISED

PUBLIC SERVICE REPORT

**Drake Memorial Library
SUNY College at Brockport**

Month/Year: May 2001

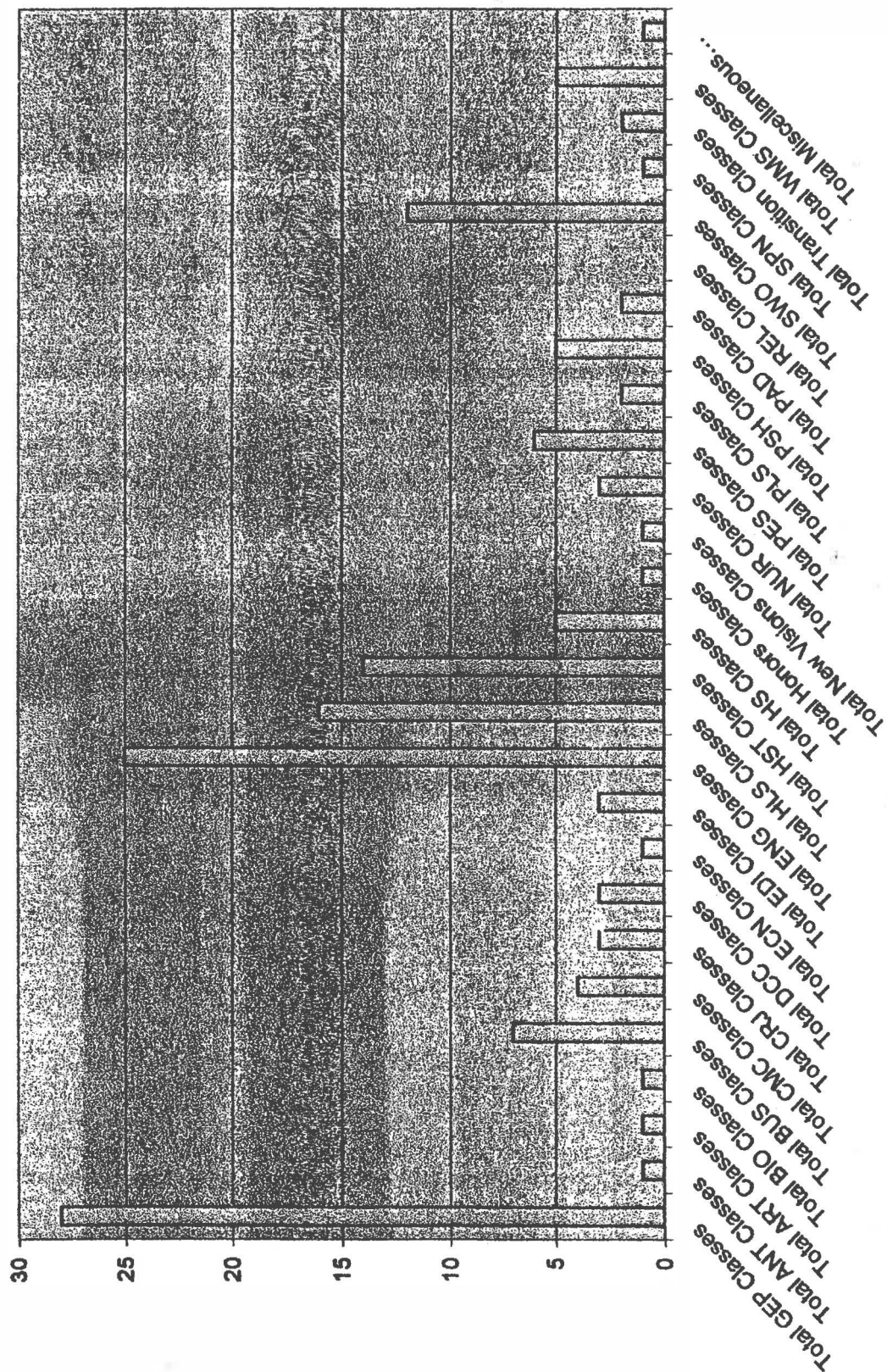
	OnLine Web/ Dynix	Directional	Books, Other	CD ROM	Total
Reference	319	156	132	1	608
S.M.C.	_____	_____	_____	_____	211
Serials	_____	_____	_____	_____	290
				Monthly Totals	1,109

Cumulative Summary from July 1, 2000 - May 31, 2001

	OnLine/ Web/ Dynix	Directional	Books, Other	CD ROM	Total
Reference	8404	2223	2829	19	13,475
S.M.C.	_____	_____	_____	_____	1,142
Serials	_____	_____	_____	_____	7,164
				Cumulative Totals	21,781

BIBLIOGRAPHIC INSTRUCTION

BI by Department, 2000-01



Local AdministratorBELL & HOWELL
ProQuest**HOME** | **DISCONNECT**| **HELP****Summary Usage Report****Usage Period: Jul 2000 - Jun 2001****Client Id:** 12744**Client Name:** SUNY - BROCKPORT

Delivery Type	Format	Within Subscription Quantity	Outside Subscription Quantity
Electronic Mail	Abstract	930	0
Electronic Mail	Citation	14	0
Electronic Mail	Full Text	4154	0
Fax	Full Text	6	0
Fax	Page Image	10	0
On-Line Display	Abstract	30999	0
On-Line Display	Citation	1132	0
On-Line Display	Full Text	106430	0
On-Line Display	Full Text	113	0
On-Line Display	Page Image	3549	0
On-Line Display	Text+Graphics	38646	0
Total Documents		185983	0

Database Usage Report - Detail Level: Database Period: July 2000 - June 2001

Database Name	Searches	FT Articles	PDF Viewed
Academic Search Elite	41810	50397	1198
Alt-HealthWatch	6392	1770	0
Business Source Premier	3343	2845	95
Business Wire News	867	88	0
Clinical Reference Systems	4034	164	0
Company Directory	10	0	0
EBSCO Animals	10	12	0
ERIC	4	0	0
Funk & Wagnalls New World Encyclopedia	3	2	0
Health Source: Consumer Edition	9354	6159	169
Health Source: Nursing/Academic Edition	173	49	5
Image Collections	48	0	0
Journal Name--Business Source Premier	80	0	0
Journal Name-Academic Search Elite	1530	0	0
Journal-Health Source: Nursing & Academic Edition	1	0	0
Journals - Alt-HealthWatch	26	0	0
Magazine Name--Health Source: Consumer Edition	96	0	0
MasterFILE Select	7	7	1
Newspaper Source	4399	2116	0
Newspapers--Newspaper Source	30	0	0
Primary Search	13	2	0
Stedman's Medical Dictionary	1	0	0
Subjects--Academic Search Elite-Hierarchical	119	0	0
Subjects--Business Source Premier - Hierarchical	3	0	0
Subjects--Health Source Nursing & Academic-Hier.	3	0	0
Subjects--Health Source: Consumer Edition-Hier.	13	0	0
Subjects--Newspaper Source - Hierarchical	4	0	0
TOPICsearch brh	74	1	0
TOPICsearch cup	73	1	0
TOPICsearch gov	74	0	0
TOPICsearch iss	73	0	0
TOPICsearch mgl	74	5	0
TOPICsearch nsp	75	2	0
TOPICsearch ops	74	0	0

TOPICsearch zft	77	59	0
USP DI Volume II, Advice for the Patient	1311	52	0
Grand Total	74278	63731	1468

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**BIBLIOGRAPHIC CONTROL SERVICES STATISTICS
FISCAL YEARS 1999/00-2000/01**

Services	<u>1999/00</u>	<u>2000/01</u>		
Serials Reference Questions Answered	9,403	7,164 □ □		
Special Materials Center Questions Answered	1,559	1,142 □		
Serials Circulation	28,062	21,273 □ □		
In library				
Bound volumes	19,244	16,232		
Unbound issues & reserve	8,531	4,846		
Out of library	287	195		
Acquisitions Expenditures	\$999,600	\$874,500		
Serials and Electronic Resources	\$583,040	\$557,579		
Books	\$254,268	\$294,301		
Media	\$ 37,292	\$ 22,620		
Business Collection Development	\$125,000	NA		
Titles Cataloged	14,143	9,635 □ □ □		
OCLC Adapted	13,919	9,501		
Original	224	134		
%Original	1. 6%	1. 4%		
<u>Additions to Holdings</u>	<u>Titles Cataloged</u>	<u>Materials Added</u>		
	1999/00	2000/01 □ □ □		
Total All Collections	14,143	9,635	1999/00	2000/01 □ □ □
			39,142	15,949
DML Collections	13,596	9,247	38,823	15,705
Books & Journals	12,147	7,947	16,129	11,100
Journals			2,596	1,900
Books □ □ □ □ □			13,533	9,200
Documents	988	736	[1,108]	[915]
NYS	42	12		
US	946	724		
Media	461	564		
Micro texts			22, 694	4,605
Reels			164	96
Fiche □ □ □ □ □			22,530	4,509
Other Brockport Collections	547	388	319	244
Career Information Library	79	160	127	128
Educational Opportunity Center	25	59	43	57
Visual Studies Workshop	137	20	149	59
SUNY Student Resource Center	306	149	□ □ □ □	

□ Only statistics for "Search" questions were logged from July through March. Beginning in April, "Quick Answer" and "Directional" questions were also logged.

□ □ Statistics gathered 7/1/00-5/31/01.

□ □ □ Statistics gathered 7/1/00-6/15/01.

□ □ □ □ SUNY SRC materials added statistics are included in DML books and journal statistics.

□ □ □ □ □ Beginning 2000/2001, statistics for "books" include classed, office, paperback and thesis collections.

□ □ □ □ □ Cancellation of film and fiche serial subscriptions as well as ERIC fiche subscription ending 9/00.

Total Holdings	1999/00	(withdrawn 00/01)	2000/01
All Collections (except Documents & Media)	2,643,650	2,188	2,657,596
DML Collections	2,619,553	2,158	2,633,075
Books	456,559	1,898	463,716
Paperback Collection	1,191	218	1,003
Brockport Theses	1,221	0	1,311
Journals	115,716	0	117,616
Micro texts	2,044,866	42	2,049,429
Reels	24,882	0	24,978
Fiche	1,047,524	42	1,051,991
Opaque	972,460	0	972,460
Other Brockport Collections	24,097	30	24,521
Career Information Library	903	27	1,004
Educational Opportunity Center	4,736	0	4,793
Visual Studies Workshop	17,517	2	17,572
Daily	143	0	143
SUNY Student Resource Center	798	1	1,009

Services

Serials

We project a decrease in Serials reference desk questions of 17% this year, on top of a 7% decrease last year with the largest drop in short answer questions. Both directional and long answer search assistance has increased. The nature of the questions continue to change. For a third year, the trend of increases in requests for search assistance has held, increasing from 384 in 98/99 to 484 in 99/00, to 602 in 00/01, an increase of another 24%.

We project a 17% overall decrease in circulation of serials this year, following a 18% decrease last year. Most of the decrease is in current issues, and is attributed to the availability of full text online access. The decrease in bound volume circulation is projected at only 8%.

Special Materials Center

We project a 20% decrease in SMC "Search" questions this year. Beginning in April, we began keeping track of "quick answer" and "directional" questions.

Acquisitions

Book expenditures increased 16% this year as a result of a 4% or \$25,460 decrease in serials expenditures. Media expenditures decreased 39 % this year to bring us closer to the 98/99 expenditures after a 45% increase last year. Numerous departments continue to rely more heavily on expensive media resources than in the past. We withdrew 2,188 books this year, a 91% drop in withdrawals from 24,139 during the prior year. We received 2,338 donated items this year, and selected 758 to add to the collections. 457 gift items have been cataloged to date, accounting for 5% of our collection growth this year.

Cataloging

Titles cataloged decreased 32% this year after a 5% increase last year. Media cataloging increased 22% this year on top of a 22% increase last year.

Interlibrary Loan Statistics

	Borrowing (filled/unfilled)	Lending (filled/unfilled)	Total Transactions
97-98	4920/2216	9275/3503	19,914
98-99	5552/2723	9219/3268	20,762
99-00	5334/2411	9523/3177	20,445
00-01	5424/2081	9004/3126	19,635

BARBARA WHITE

ACTIVITIES FOR 2000-2001

- 1/01 Excel Workshop
 Drake Library – Steve Buckley, presenter
- 2/15/01 Promoted to Secretary I – Assumed Library Secretary position

Committees

Search Committee for Director of Payroll – September 2000
Library Student Employment Committee
Rochester Regional Library Council – Library Assistants Committee
Contact person for Drake Memorial Library